

## Criteria for adds, removals and changes to the WNYRIC Standards List

This link is to the Standards Committee Add, Removals and Changes form on the Standards Committee web site -

[www.e1b.org/Portals/0/Files by Division/Technology/Advisory Council/Standards Committee/Criteria for Add, Changes and Drops.pdf](http://www.e1b.org/Portals/0/Files%20by%20Division/Technology/Advisory%20Council/Standards%20Committee/Criteria%20for%20Add,%20Changes%20and%20Drops.pdf) - please take note that the two most critical components of this add form are below:

- *What technical niche does this product offer which is not currently available?*
- *Does the cost/value/vendor support of the product match or exceed other products in this category? (Total Cost of Ownership)*

The WNYRIC supports these complex systems in a cost effective and sustainable way - based on the following (from WNYRIC Service Directory):

- *Hardware replacement - BOCES provides same day, onsite, hardware replacement. BOCES stocks selected parts in West Seneca and Wellsville, with other parts contracted on 4 hour or next day availability.*
- *Software agent license - BOCES maintains a software maintenance agreement for all SNMP managed devices (hubs, routers, and switches). This includes all major and minor software revisions, as well as any bug fixes.*
- *Software upgrades - BOCES will upgrade software agents as needed, as part of the maintenance service. BOCES will maintain approved software versions on all devices across the entire network.*
- *Advanced problem diagnostics - BOCES will go onsite with network analysis tools (i.e. Sniffer) and work with various groups for end-to-end problem resolution.*
- *Reconfiguration of devices/network - Upon problem determination, BOCES will reconfigure network devices as needed. This should not be confused with installation services.*

I wanted to remind everyone of this information - as the investment in the tools and staff training necessary to support over 6,000 network switches and 10,000 wireless access points with more complex requirements is our goal - but again, we need to do this in a sustainable manner. Adding additional vendors to the network switch environment will be discussed at the next Standards Committee meeting in February, but our research indicates this would be difficult to support at this time.